

Zero Tolerance Spam Policy

ServerStadium.com has zero tolerance for UBE/UCE (unsolicited bulk email/unsolicited commercial email). This policy protects our customers as well as the internet community from the negative effects of "spam" related activity. Server Stadium defines UBE/UCE as unsolicited broadcast or commercial email that is sent to addresses that do not affirmatively and verifiably request such material from that specific sender.

This zero tolerance spam policy document, including the following list of prohibited activities, is an integral part of your hosting agreement with Server Stadium. If you engage in any of the activities prohibited by this AUP document, Server Stadium may **suspend or terminate** your account.

1. Server Stadium customers and customers of Server Stadium customers or any user or bandwidth and/or services on our network (herein described as 'users') are prohibited from sending UBE/UCE ('spam'). Likewise, the **sending of UBE from another service provider advertising a website, email address, or utilizing any resource hosted on Server Stadium network, is prohibited**. This includes, but not limited to hosting website(s), providing DNS services, as well as website redirect services. Server Stadium network may not be used to solicit customer from, or collect replies to, messages sent from another Internet Service Provider where those messages violate this policy or that of the other provider. Users may be asked to produce records that verify explicitly affirmative permission was obtained from a recipient before a mailing was sent. Server Stadium may consider the lack of such proof of explicit affirmative permission of a questionable mailing UBE/UCE at its sole discretion.
2. **Server Stadium customers are prohibited hosting open mail relays on their servers** and/or network equipments. Ignorance of the presence or operation of an open mail relay is not and will not be considered an acceptable excuse. **Server Stadium customers are also prohibited from running email proxies** that in turn used as a tool for sending UBE/UCE. Second infractions of this policy will result in an immediate termination of service.
3. **Server Stadium customers are prohibited from running unconfirmed mailing lists**. Subscribing email addresses to any mailing list without the express and verifiable permission of the email address owner is prohibited. All mailing lists run by Server Stadium customers must be Closed-loop ("Confirmed Opt-in"). The subscription confirmation message received from each address owner must be kept on file for the duration of the existence of the mailing list. **Purchasing lists of email addresses from 3rd parties for mailing to from any Server Stadium-hosted domain, or referencing any Server Stadium account, is prohibited**.
4. Server Stadium customers are **not allowed** to operate an account on behalf of, or in connection with, or reselling any service to, persons or firms listed in the Spamhaus Register of Known Spam Operations (ROKSO) database at www.spamhaus.org.
5. Server Stadium customers will be notified in the event of violation of spam policy. **Failure to respond or resolve to the notification of violation of spam policy may be cause for termination**. It is the responsibility of Server Stadium customers to keep their contact information current in Server Stadium customer database.

6. Any valid spam complaints received by Server Stadium will be forwarded to customer for response and resolution. Server Stadium customers are required to respond within 24 hour period. **Server Stadium reserves the right to block traffic to and from the websites**, servers and/or network equipments involved in UBE/UCE complaint until the problem is resolved and preventive measures have been implemented in order to prevent the violation from recurring. Should Server Stadium receives repeat complaints indicating that the problem has not been resolved, **Server Stadium reserves the right to suspend and/or terminate all services provided to the user** in order to stop the violation of Server Stadium spam policy as Server Stadium deems appropriate, without notice.
7. **Server Stadium do not allow any third party emailers**, including Opt-in emails. Any Opt-in emails must be approved by Server Stadium abuse department prior to being sent out. Server Stadium will generally works with companies that sends out valid newsletter or promotional emails. However it will have to be closely monitored by our abuse department and prior approval is required.
8. Please contact abuse@serverstadium.com to report any incident of email (spam) abuse.
9. If you cause any of ServerStadium IP to be listed in spamhaus, your server will immediately be terminated and you will not be able to place any additional server order from SS.